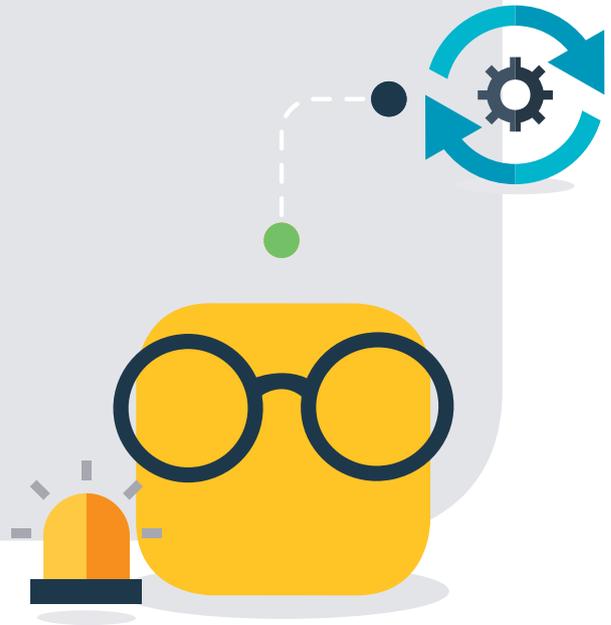




# Disaster Recovery Process A Study in success.



## The Client

As a leader in the Australasian manufacturing business, the company specialises in the distribution of plastic pipeline systems, plumbing and similar supplies.

## Challenge

The client experienced instability (or 'flapping') with their Ethernet line between their Production and DR Data Centre. Due to this instability which lasted for several days, the client was faced with their log shipping falling too far behind to recover from, leaving them with only one option: shipping the last set of backup tapes from TIMG's Sydney office to their DR site located in Melbourne.

The sheer importance of this is illustrated in the words of the Senior Systems Administrator who coordinated the arrangement with TIMG: "This was a time critical exercise as the longer we waited, the more data we eventually needed to log ship."

## Solution

Acting swiftly, the Senior Systems Administrator contacted TIMG late in the afternoon requesting an urgent delivery for an arrival time of the following morning to their interstate data recovery facility. With very short notice, TIMG's New South Wales Operations Manager coordinated the request and obtained the necessary backup tapes. Arrangements for delivery were implemented and the client received their backups on time the following morning.

**"The team at TIMG were instrumental in making this happen. I was sent a quote within minutes of my urgent request; tapes were gathered from various locations and on the next flight down to our DR Data Centre.**

**The entire process was a complete success and really reflects the level of service and ownership we've come to expect from TIMG. The team worked well into the night to fulfil this request, and we (as always) are very grateful."**

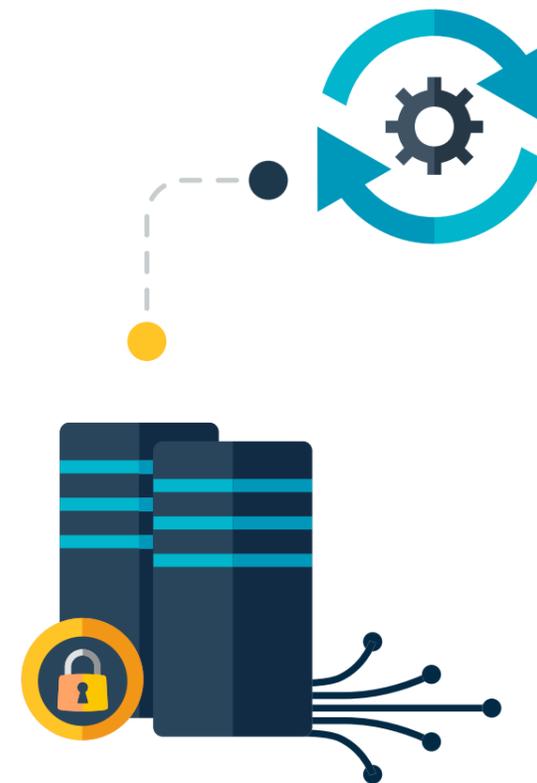
The Senior Systems Administrator



## Results

The results garnered from this scenario highlight TIMG's solution-based approach as well as its national operations structure.

Put simply, TIMG's actions 'enabled us to restore the majority of our data, and then log ship the rest.' – Senior Systems Administrator



**"TIMG's actions enabled us to restore the majority of our data, and then log ship the rest."**

Senior Systems Administrator



## Summary

In the words of our mission statement: 'Our mission is to provide specialist off-site data protection and storage for our clients, excelling in the fields of security, reliability and customer service. We strive to ensure that our clients' electronic records, mission-critical data and intellectual property are secured utilising the latest technology and techniques. We endeavour to remain at the forefront of world-class data management systems to ensure peace of mind and sound protection of our client's digital assets, while promptly providing around-the-clock access to their data.'

**We believe spectacular service from people who understand is what truly makes the difference.**

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